CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D304) IT Support of the Advanced Sensing & Optical Meas Branch

TA No:	209-Rev2		
Task Area Monitor:		**Alternate Task Area Monitor:**	None
NASA POC:	None	**Software Control Class:**	Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

The Advanced Sensing and Optical Measurement Branch is responsible for research and development of experimental measurement and sensing techniques for aerospace research applications. The Advanced Sensing and Optical Measurement Branch is comprised of an experienced, diverse research staff with expertise ranging from analytical chemistry to optical physics to advanced sensors and actuators. The Advanced Sensing and Optical Measurement Branch has over a dozen laboratories with a myriad of research topics being pursued simultaneously. The goal of the Advanced Sensing and Optical Measurement Branch is to continue discovering and developing radical new techniques to allow aero researchers to measure and quantify all required aerodynamic properties associated with advanced vehicle concepts. The Advanced Sensing and Optical Measurement Branch will accomplish this goal by looking into non-intrusive, global, and time-dependent sensing methods.

3. OBJECTIVE

This task has two primary components. The first component is to assess the requirements for non-ODIN office and laboratory computers and network printers in the Advanced Sensing and Optical Measurement Branch. The second component is to provide IT support for these non-ODIN systems. Microsoft Windows is the dominant operating system on the computers in the branch. Most of these computers reside in building 1200 at LaRC. There are approximately 55 individual computers on this task and the initial assessment will determine the level of support needed for each of the computers.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Services under this task include: On-Site System Administration, IT Security Administration, Hardware Maintenance, System Software Maintenance, Applications Management, Customer Support and IT Consultation. Also, the Contractor shall provide integrated support to web-based systems to include identifying and documenting technical requirements as well a determination of best technical solution for meeting these requirements.

Refer to Exhibit A, Inventory of Equipment and Software, that defines the required general IT support services.

The services of System and IT Security Administration shall be provided for those systems with System and IT Security Administration Required checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM) and Database Administration (DBA) are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 paragraphs a) and c) fo the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

Contractor personnel will be located on Center in the assigned offices. Computer systems will be set up to operate 24 hours a day, seven (7) days a week.

General IT Support Services Performance Metrics
<u>Performance Standard</u>: The security of systems and data that fall under this TA is ensured
<u>Performance Metrics</u>:

Exceeds: The system meets the baseline IT security requirements for an information category; there are no unlatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated and the contractor receives notification.

Meets: Baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has

scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account and the contractor has received timely notification; any IT Security incidents are reported to the LaRC IT Security Manager as soon as possible after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks and the contractor recieved timely notification; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

Performance Standard: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.

Performance Metrics:

Exceeds: Notifications of updates or upgrades are acted upon and approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

Meets: Notifications of updates or upgrades are acted upon. Approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection are not satisfied.

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and reported to the line manager.

Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.

Fails: Any of the requirements of this subsection are not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held annually or as needed. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 03/15/06 to 01/31/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.